

## NYISO 2003 Incentive Goals

<b>Reliability Gateway Goal:</b>	<b>Market Gateway Goal:</b>		
Maintain reliable service to the NYCA by achieving no loss of load or deliberate load shedding >300 MW for > 15 minutes	Successfully post Day-ahead Market schedules and forward contracts by achieving daily posting 99% of the time		
<b>Individual Goals:</b>	<b>Threshold</b>	<b>Target</b>	<b>Superior</b>
Prepare accurate day ahead super load forecasts based upon the most accurate weather predictions available: a) NYCA Peak Forecast MAPE b) Days with 5% or greater absolute forecast error	<=2.2% <=21	<=2.0% <=17	<=1.8% <=15
Comply with NERC/NAERO Operating Standards CPS-1 100% CPS-2 90%	12 of 12 10 of 12	12 of 12 11 of 12	12 of 12 12 of 12
Achieve Timely posting of DAM Schedules and forward contracts. Post by 11 AM:	>=85%	>=90%	>=95%
Improve the certainty and accuracy of real-time prices – a) Hours reserved: b) Intervals corrected:	<=12% <=0.6%	<=10% <=0.5%	<=8% <=0.4%
Improve the billing and true-up process:  a) DSS Strategic Projects (Data Warehouse) – Availability of Billing Codes b) Project A583 Billing System Improvements Phase II – Web Based Reconciliation Subproject only c) Turn-Around of Billing defects (business days)	80% (107 of 134)  6/30/03  60 days	85% (114 of 134)  4/30/03  55 days	90% (121 of 134)  3/31/03  45 days
Provide timely resolution of customer inquiries, measured via a direct reply customer survey	80%	85%	95%
Improve Customer Satisfaction with NYISO services as determined via surveying three times annually	2%	4%	8%
Improve project management deliverables (weighted 20%) a) On-time completion of high profile, high priority projects b) SMD2.0 Project Deliverables I) Completion of Factory Testing II) Start of Market Trials	80%   11/14/03 12/31/03	85%   10/09/03 11/25/03	95%   9/15/03 11/01/03